Administrative Office of Courts

ACDD, MIS, Juvenile, & Traffic Divisions

TECHNOLOGY UPDATE

Welcome

Welcome to *Technology Update!*

In this issue, we will introduce you to some of our employees, familiarize you with the new phone system here, and recognize one of our outstanding courthouses for using technology to improve service to the public.

As always, if you have any awards, questions, or special features you would like to see us cover in one of our issues, please e-mail us at newsletter@alacourt.gov.

Employee Spotlight

How is Charlie King saving the State thousands of dollars each month?

Well, he is working on the DSL project. This mainly involves juvenile probation sites that have low speed internet service. This service operates at 56 kbps while DSL can run at 3 Mbps, which is roughly 50 times faster. Although the full 3 Mbps is a speed rarely obtainable, the technology is still considerably faster than a 56k connection. Not only are we able to improve service, but this technology is actually cheaper than the service that is currently in use. The average savings per line upgrade is around $260 per month. If you calculate the savings for the 22 sites finished already that is approximately $68,640 per year! We have roughly 15 more sites scheduled, but we are considering other options to take advantage of this technology and cost savings. These sites alone would save an additional $46,800.* This new technology will save the State well over $100,000 dollars a year. Thanks for all the hard work Charlie.

*based on the average of $260 per line

Courthouse News

Congratulations to Madison County Circuit Clerk's Office for receiving the Liberty Bell Award from the Huntsville/ Madison County Bar Association. It was awarded for their efforts for bring the courthouse into the 21st century with technology.

Questions or comments? E-mail us at newsletter@alacourt.gov

**Alabama Judicial Building
300 Dexter Avenue
Montgomery, AL 36104**

June Birthdays

01 Cary McMillan

11 Steven Stokes

14 Eric Jackson

27 Hunter Rolling

TECHNOLOGY UPDATE

MAINFRAME APPLICATIONS

During first quarter of 2005, the Mainframe Applications staff spent a great deal of time at the Mobile County Court Administrator's Office implementing the Jury Pool Management System (JPMS). The implementation process involved developing tailor-made applications and training the Court Administrator's staff.

The JPMS enables court administrators and jury managers at large court sites to efficiently manage jurors by effectively eliminating many of the manual functions associated with juror management. A subsystem of the AOC Juror Management System, the JPMS consists of one-hundred two applications that automate the processes of jury pool selection, selection of juror panel, and jury assignment. Management data for each term is assimilated by the system and presented via a variety of reports and display screens. This data is maintained by the JPMS indefinitely, creating an invaluable historical record of each and every jury term processed. By effectively using the JPMS, court administrators and jury managers are able to identify and correct anomalies that may be inherent within their current procedures. Additionally, users realize a significant increase in employee productivity, a welcomed benefit in current climate of reduced staffs and hiring freezes.

Originally developed in the mid-nineties, the JPMS was designed to provide maximum flexibility. This characteristic enables the user to tailor the system to their specific processing requirements. Along with Mobile, the system is currently being utilized by Jefferson and Madison Counties.

Anyone who is interested in acquiring more information about the JPMS should contact Steve LeVeque at steve.leveque@alacourt.gov or Jimmy Blackwell at jim.blackwell@alacourt.gov.

Need help with a computer related problem or interested in learning more about Basic PC maintenance, Microsoft Word, Excel...online? For answers to the most common questions, visit http://helpdesk.alacourt.gov

This is a nice link that might interest you.

http://www.ncsconline.org/d_tech/courttechbulletin/

Note:

The links found in the newsletter are not interactive, you will need to copy and paste or type in the address to the web address bar.

New Employee

Joshua McCartha

My name is Joshua Adam McCartha. I grew up in Luverne, AL and graduated from Luverne High School in May of 2002. I started college at LBWCC in August of 2002 and finished in December 2004 with a Computer Science Degree. In school I worked with Cobol, Advanced Cobol, RPG, C++, Visual Basic, Networking, Troubleshooting, and several application software classes such as Office Suite. While I was going to school, I worked at Radio Shack in Luverne, AL for a little over 2 years where I worked with Alltel, Southern Linc, Dish Network, and installed car and house audio. I was in the process of transferring to Troy State University to major in Business until I heard about the opening at AOC. I started work for AOC on May 16, 2005 as an Information Systems Support Specialist I. I really enjoy working for AOC and I have learned a lot so far. I want to thank Erica and Jill for taking their time to help train me to better understand my job. I will be attending classes for AOC throughout the next few months to help further train me for my job. I am still planning to get a Business Degree at Troy University and to take some more computer classes in the future.

UPDATE
ACDD just printed their 2 millionth check! Since February 23, 2001, ACDD has processed $497,117,176.20*. They are now disbursing over 30% of payments by direct deposit over 380,000 to date.
* information as of June 7, 2005

TECHNOLOGY UPDATE

New Phone System– more updates to come

All 800 numbers will be consolidated into 1-866-954-9411 local number for AOC is 334-954-5000. Internal calling will be done with the last 4 digits (example 954-5000 would be 5000). List of current 800's:

1-866-954-9399-Traffic Call Center	1-866-954-9411-Main AOC Number
1-877-774-9513-ChildSupport Line	1-888-726-9799-ChildSupport IVR
1-866-954-9388 Reserved – Not Used	1-866-954-9377 Reserved – Not Used
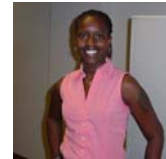
INFORMATION TECHNOLOGY
The "Get-It-Done" Crew
Eric Jackson, Jason McDonald, Jessica Crawley, and Shel Singleton

The Help Desk has been designed to be the single point of contact and the central source for help with and for information about Alabama Judicial System Web applications, computing, and information technology at AOC. The Help Desk is available to answer questions, resolve problems, and provide information about Alabama Judicial System web applications, network, desktop hardware, and software. Our mission includes but is not limited to ensuring that the Alabama Judicial System technology and training needs are handled smoothly and that our software applications and desktop hardware, including computers and printers, function properly.

The Help Desk:

- Answers questions about:
    Information technology, what's available to whom and how it can be accessed
    How to use supported hardware and software systems
    Westlaw
    Email (New and existing accounts)
    Computer Training
    Computer training in software application ranging from Microsoft Word, Excel, MS PowerPoint, Outlook, and other applications
    Problem reports and service requests for IT
    Changes, repairs, or initiations of new email
    Hardware repairs, upgrades, maintenances, viruses, and relocations
    Solving common problems encountered while using information technology
    Problems using supported software and hardware
    Problems using supported IT host computer systems
    Network problems
    Data recovery
    Data conversion/transfer

Our operating hours are from 8:00am to 5:00pm weekdays (excluding State and Federal holidays). For assistance, please contact your Help Desk at: 1-800-216-8860, opt 1 (computer related, personal computer (PC). Every attempt is made to answer questions immediately. If an immediate solution is not possible, Help Desk staff will make every effort to resolve your problem within 24 hours. Help Desk online system is available 24-hours at:
http://helpdesk.alacourt.gov